

SERVICE POINTER

FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT



THIS SERVICE POINTER APPLIES TO THE FOLLOWING BRANDS:



R4322465
August, 1998

Whirlpool Refrigeration

Defrost Drain Icing Up
No Frost Models EV200 & EV150

COMPLAINT:

Water running onto freezer floor and then freezing.

CAUSE:

Not enough heat radiating into defrost drain area to keep ice from building up during defrost.

CORRECTION:

Remove ice from freezer floor and defrost drain area and install Heat Shield Kit #4357284. See Figure 1.

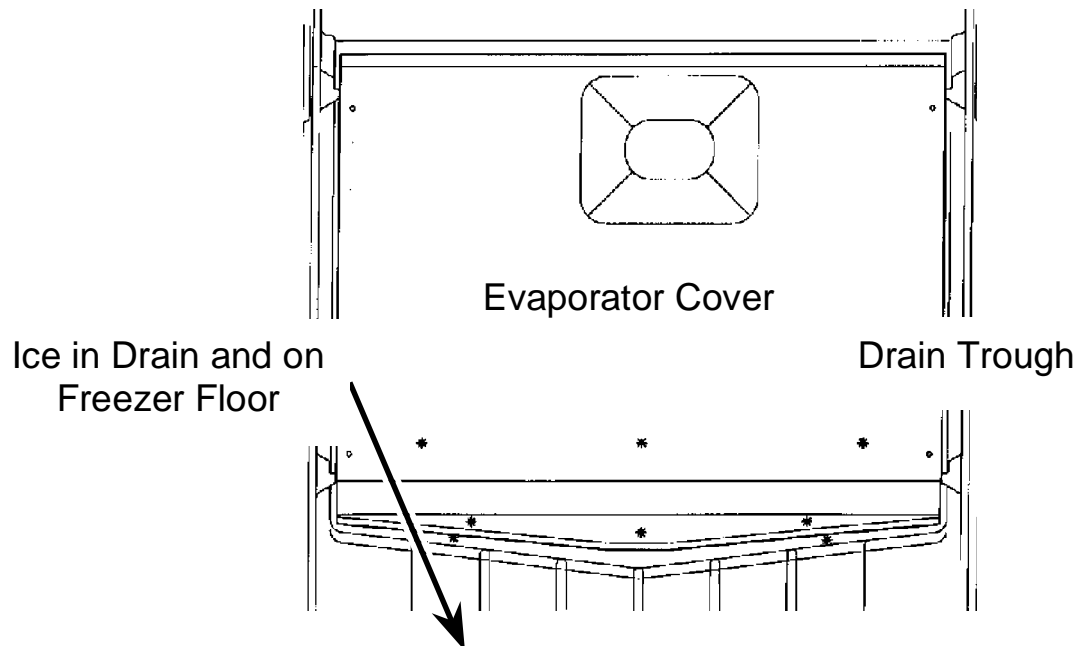


FIGURE 1

(continued)

The kit contains the following:

- 4 each Nylon Ties
- 1 each Heat Shield
- 3 each Aluminum Pop-Rivets
- 1 each Instruction Sheet

The instructions listed below are more detailed than those included in the Heat Shield Kit:

NOTE: To replace the heat shield, the evaporator mounting plate must be removed.

1. Remove evaporator cover and ground wire.
2. To remove the evaporator mounting plate perform the following steps.
 - a) Disconnect wiring to fan motor and defrost heater and free wiring from retainer clips.
 - b) Remove defrost bi-metal and fan assembly from evaporator mounting plate.
 - c) Remove thermostat sensor from the two retaining clips.
 - d) Remove air blocks from both sides of the evaporator. **NOTE:** Do not discard these. They must be reinstalled later.
 - e) Remove the two mounting screws securing the evaporator to the mounting plate.
 - f) Remove evaporator mounting plate screws. Gently swing the left side of the evaporator out, and carefully slide out the mounting plate. The glass defrost heater is still mounted in the heat shield.
- 3) To replace the heat shield on the evaporator plate perform the following steps:

CAUTION: Special care must be taken when handling the glass defrost heater element.

- Hold the heater assembly by the insulated end caps. Touching the glass with your fingers will deposit salt on the glass and cause early failure.
- Be careful not to pull the end caps off the glass tube. The end caps are not sealed to the glass tube.

- a) Cut the wire ties and carefully remove the heater from the heat shield.
 - b) Using a side cutter cut the inside part of the (3) pop rivets that secure the heat shield to the evaporator mounting plate. Remove and discard existing heat shield.
 - c) Flatten the bottom section of evaporator mounting plate to at least $\frac{1}{4}$ " from the back freezer wall. See Figure 2.
 - d) Install the new heat shield using (3) aluminum pop-rivets (included). **NOTE:** If a pop rivet tool is not available, small aluminum or stainless steel screws (obtained locally) can be used. Do not use steel screws. They will rust.
 - e) Re-install heater element into the new heat shield using the (2) nylon ties.
- 4) Re-install evaporator mounting plate, evaporator, components and wiring.
 - 5) Re-install ground wire and evaporator cover.
 - 6) Bend forward the bottom section of the evaporator cover approximately 30° but not to protrude past unit drain trough. See Figure 2.

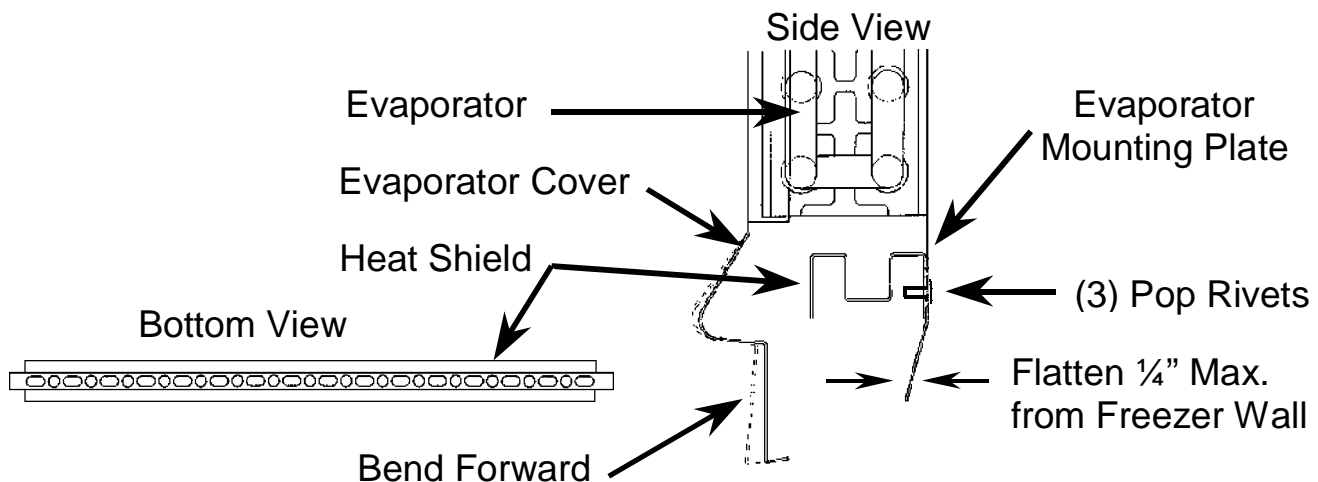


FIGURE 2